



## OPERATIONAL MEMO

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<b>Title:</b> Group In-Reach in Nursing Facilities	<b>Topic:</b> Transition Services
<b>Audience:</b> Area Agencies on Aging (AAA) and Aging and Disability Resource Centers (ADRC)	<b>Sub-Topic:</b> Implementation
<b>Supersedes Number:</b> N/A	<b>Division:</b> Compliance and Innovation
<b>Effective Date:</b> July 1, 2024	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> May 29, 2026	<b>Program Area:</b> N/A
<b>Key Words:</b> Group In-Reach, In-Reach Counselor, Nursing Facilities, Area Agencies on Aging (AAA) and Aging and Disability Resource Centers (ADRC), Transition Coordination, Informed Choice, Long-Term Care Medicaid Members, Community Based Services	
<b>Legal Authority:</b> SB 23-214	
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<b>Operational Memo Number:</b> HCPF OM 21-022	
<b>Issue Date:</b> May 29, 2024	
<b>Approved By:</b> Jill Schnathorst	

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### Operational Memo:

The purpose of this Operational Memo is to inform the Area Agencies on Aging (AAA) and Aging and Disability Resource Centers (ADRC) of the launch of the new Group In-Reach Program. The program is designed to provide our Long-Term Care (LTC) Medicaid Members, living in nursing facilities, with a brief meeting regarding transition and community-based services in a group setting.

### Information:

After hearing from stakeholders, including many nursing facilities, the Department of Health Care Policy and Financing (HCPF) submitted the FY 2023-24 BA-07 “Increase Access to Community-Based Services” budget request as a proactive response to findings from the United States Department of Justice. This request was included in the Long Bill signed May 1, 2023. As such, HCPF is working to implement the initiatives included in the request, including Group In-Reach.

The goal of Group In-Reach is to educate more than one member living in a nursing facility and their family, guardians, friends, or caregivers as requested, about community-based alternatives to living in a nursing facility. This allows members living in nursing facilities to make informed decisions about whether they want to transition into community living settings. If member consent is needed to include additional parties, these consent management decisions will be captured within the Care and Case Management (CCM) system.

The In-Reach Counselor will need to capture whether the nursing facility interferes with the Group In-Reach Counseling sessions and document the details of what occurred.

#### **Action To Be Taken:**

Group In-Reach will be provided by AAAs/ADRC to Medicaid members that reside in nursing facilities on a biannual basis (every six months). AAA's/ADRC will provide the member with:

1. Full and accurate information about housing services and other Community-Based Services, as an alternative to nursing facility-based services;
2. Responses to any questions or concerns raised by the member or the member's unpaid support; and
3. Send referrals to Case Management Agencies, Transition Coordination Agencies, or other agencies, as identified by the State that assist members in meeting their needs in the community.

The goal of Group In-Reach is to actively support members in making an educated choice about transitioning to the community. AAAs/ADRC will be expected to attend training for the Group In-Reach program and will begin implementing on July 1, 2024.

#### **Group In-Reach Tasks:**

- Biannual (every six months) coordination with Skilled Nursing Facilities (SNF).
- Coordinate with SNF's to schedule meetings
- Partner with SNF to send invitations to all members and unpaid supports, and guardians of Health First Colorado (Colorado's Medicaid Program) members
- Report any SNF interference

- Develop and present an informative presentation on regional resources.
- Distribute information pamphlets during sessions.
- Ensure visibility of Community Options Posters with updated contact information.
- Ascertain members' interest in community living post-presentation.
- Provide three options based on interest: no referral, further information, or transition referral.
- Facilitate referrals to appropriate agencies within two business days as needed.

**Deliverables:**

- Update and submit Group In-Reach Deliverable.
- Group In-Reach Deliverable submissions on the 15th of the subsequent month according to HCPFs guidance.
- Detailed logging of session particulars in the deliverables.
- HCPF In-Reach staff will review and reach out as needed for updates/corrections.

**Compliance:**

Alignment with these directives is critical for uniformity and efficacy in conducting Group In-Reach sessions and supporting members' decisions about community living.

**Training Information:**

This training is required for Options Counselors from AAAs and ADRCs that will be providing information to members during Group In-Reach.

The training webinar will be provided during two separate sessions, each training providing the same information. Please provide the following dates to staff at your agency so that they may plan to attend one of the sessions below:

1. Tuesday, June 4, 2024; 10 to 11 a.m. MT

2. Wednesday, June 5, 2024; 1 to 2 p.m. MT

Participants are encouraged to utilize a computer and/or phone line to join the training. This training will be recorded and posted on HCPF's website for future reference.

**Zoom Webinar Link**

Meeting ID: 993 1700 7314, Passcode: 396389

Toll Free Call-in option: 1-877-853-5257

**Definition(s):**

**Group In-Reach:** Actively seeking to engage a Medicaid member living in a nursing facility and providing them with:

1. Full and accurate information about housing services and other community-based services, as an alternative to nursing facility-based services;
2. Responses to any questions or concerns raised by the member or the member's unpaid support; and
3. Referrals to Case Management Agencies, Transition Coordination Agencies, or other agencies, as identified by the State, that help members meet their needs in the community.

The goal of In-Reach is to actively support members in making an educated choice about transitioning to the community. This task is in addition to community engagement provided by the contractor.

**In-Reach Counselor:** A person not affiliated with, employed, or enriched by any nursing facility, who conducts group and/or individual In-Reach.

**Attachment(s):**

None

**HCPF Contact:**

In-Reach Unit, [hcpf\\_clo\\_inreach@state.co.us](mailto:hcpf_clo_inreach@state.co.us)